

## CUSTOMER SUCCESS



## CRI Advantage Serves the Americas With Sage MAS 500 and Project Accounting

Hiring in-house experts to manage IT functions can be difficult and expensive. Many corporations throughout North and South America therefore outsource their IT management needs to CRI Advantage (CRI), experts in applications and infrastructure operations.

CRI Advantage helps clients realize greater value from existing IT investments. Its delivery teams typically reduce computer-related expenditures by between 20 and 50 percent while simultaneously improving service levels. The company specializes in integrating messaging, collaboration, data management, and Web management services. One of its showcase relationships is with Hewlett Packard, where CRI Advantage has managed mission-critical business and technology systems for 10 years.

### Online Access from Canada to Chile

As the largest IT firm in Idaho, CRI maintains a diverse stable of employees including developers, designers, solutions architects, analysts, and project managers. This corps of consultants travels throughout the western hemisphere providing services at customer locations. Although the majority of clients are billed on a flat per-unit basis, it is essential that CRI's workforce report their hours and other associated costs promptly and accurately for project management purposes at headquarters.

CRI Advantage recently upgraded its Sage MAS 500 ERP system to take advantage of the eTimesheets and Project Accounting modules, which integrate to form a seamless system throughout the enterprise. Field consultants enter hours worked on individual projects using eTimesheets from a Web interface. Data is automatically delivered to Project Accounting for allocation to specific clients, and then to Accounts Receivable for invoicing. Information is also posted to the Abra HR and Abra Payroll modules, eliminating redundancies in data entry.

"We're really pleased with the way that Sage MAS 500 provides us with an end-to-end system," says Teresa Bartlett, internal developer with CRI Advantage. "It's now much easier to track expenses and stay up-to-date on project status. Before, we had standalone applications that broke out data in different ways, so it was hard to create reports. Sage MAS 500 lets us consolidate information for real-time analysis, and then view that information however we like."

### Customer:

**CRI Advantage, Inc.**

### Industry:

Managed Services

### Location:

Boise, Idaho

### Number of Locations

One

### Number of Employees

150

### System:

#### Sage MAS 500

- Abra HR
- Abra Payroll
- Accounts Payable
- Accounts Receivable
- Cash Management
- eTimesheets
- General Ledger
- Project Accounting

### CHALLENGE

Collect hours from geographically dispersed workforce, allocate expenses to multiple clients, and provide enterprise-wide data sharing.

### SOLUTION

Sage MAS 500 with Project Accounting and eTimesheets modules.

### RESULTS

Sophisticated project analysis made possible by fully integrated cost reporting system.

### Better Expense Tracking and Reporting

In addition to logging time spent on particular jobs, CRI employees use the eTimesheets module to record billable expenses. "Our people in the field can now go on the Internet to enter out-of-pocket claims into eTimesheets to make claims for travel costs and meals," says Bartlett. "This is very convenient for us, because we always know exactly how much is being charged against each customer's account, and employees can be reimbursed directly through our Accounts Payable module."

The system also tracks recurring expenses, including high-speed data lines for staff members who work from home. Since all project-related data is now stored in one place, it is easier to monitor project profitability.

CRI Advantage's reseller was instrumental in achieving a smooth conversion to the new system and providing customization to meet the company's needs. They developed a full suite of financial reports, migrated data from a former project management module, and created a new invoice format to convey the company's image of professionalism.

Bartlett says she has been happy with the results of the system. "Sage MAS 500 is definitely streamlining the workflow here," she notes. "We're experiencing greater efficiencies, as we no longer have to transfer data manually between applications. Our core business, after all, is integrated managed services. So it makes a lot of sense for our own systems to be built on a totally integrated architecture like Sage MAS 500."

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### ABOUT SAGE SOFTWARE

Sage Software supports the needs, challenges, and dreams of more than 2.7 million small and mid-sized business customers in North America through easy-to-use, scalable, and customizable software and services. Our products help manage a complete range of business functions including: accounting, operations, customer relationship management, human resources, time tracking, merchant services and the specialized needs of the construction, distribution, healthcare, manufacturing, nonprofit, and real estate industries.

